



## 1 Year Limited Warranty - Futon Mattresses

Beginning on the date of purchase, your new futon mattress is covered by a 1-year limited warranty (the "Futon Mattress Warranty"). The Futon Mattress Warranty is non-transferable and extends only to the original purchaser.

During the warranty period, the manufacturer, at their option, will replace or repair the defective parts. The manufacturer reserves the right to substitute materials of equal value and quality. Repair or replacement does not extend the original warranty period.

### Defects Covered Under the Futon Mattress Warranty

Your Futon Mattress is guaranteed to be free of defects in materials and workmanship for 1 year from the date of purchase. The Futon Mattress Warranty covers zippers, seams, tufts - virtually all the components used in the construction of your mattress.

All futon mattresses must be used on a slatted surface and we recommend rolling and turning the mattress on regular basis to help to avoid body impressions and increase loft. We recommend this treatment twice per month. Do not wash the mattress under any circumstance.

### The Futon Mattress Warranty Does Not Cover

**Body impressions are a normal part of cotton-based futon mattresses and are not covered under the Futon Mattress Warranty.** Impressions can be minimized by following the care instructions above.

Normal wear and tear or any condition resulting from the misuse or abuse of the mattress is not included in the Futon Mattress Warranty. Minor imperfections are not considered to be defects. For example, surfaces may not be perfectly even, sections may not be perfectly aligned, or corners may not be perfectly symmetrical.

**Under no circumstance is mould and/or mildew covered under the Mattress Warranty.** We recommend a slatted platform bed frame and/or foundation to maximize air flow, but that alone does not guarantee a mould and/or mildew free environment. In high moisture situations additional steps may need to be taken to prevent mould and/or mildew from forming.

This warranty excludes: (a) minor imperfections and slight cosmetic flaws; (b) minor size discrepancies (less than 1"); (c) minor height discrepancies on mattresses placed side by side (less than 1"); (d) natural variances in the cotton; (e) normal wear and tear; (f) tears, stains, soiling, burns, and discoloration that occur over time; (g) promotional items, "as is," or "floor models." (h) dampness, mould or mildew; (i) individual or personalized preferences relating to firmness and comfort; (j) body impressions of any type or size; (k) individual or personalized allergies and sensitivities; (l) naturally occurring cotton, wool, foam or latex foam aromas; (m) damage to the Mattress cover (including shrinkage) resulting from removing, washing and/or cleaning the cover.

Additionally, the Futon Mattress Warranty does not cover conditions resulting from abusive handling, misuse, or neglect. The following circumstances void your Futon Mattress Warranty: (a) any unsanitary condition; (b) burns; (c) physically abusing the Mattress; (d) attempting to clean the Mattress in an

inappropriate manner;(e) exposing the mattress to direct sunlight or direct heat; (f) improper storage of the Mattress; (g) damage to the mattress resulting from removing the Mattress cover.

Majestic Furniture makes no medical claims regarding its Mattresses. Allergies, discomfort, or other conditions are not covered under this Futon Mattress Warranty. Any questions or concerns regarding medical and/or health conditions should be addressed by a licensed health professional.

## Other Conditions

The original purchaser must present proof of purchase, and the law label and trade labels must be intact for the warranty to be validated and the mattress must not be torn and be free of stains and soiling or the warranty will be voided.

The replacement Futon Mattress will be of the same model, type and size as the original Futon Mattress purchased. In no event will a substitution model be used as a replacement except in the case of a discontinued Futon Mattress. In this event, a Futon Mattress of like build and design, at the discretion of Majestic, will be used as a replacement for the defective Futon Mattress. Replaced or repaired Futon Mattresses are subject to the same Futon Mattress Warranty as the original Futon Mattress. If you obtain a replaced or repaired Futon Mattress, the warranty term of the replaced or repaired Futon Mattress begins from the date of purchase of the original Futon Mattress. All transportation costs are the responsibility of the purchaser.

RENELLE FURNITURE INC AND MAJESTIC FURNITURE LTD SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THIS PRODUCT OR ARISING OUT OF ANY BREACH OF THIS LIMITED WARRANTY; THE EXCLUSIVE REMEDY FOR BREACH OF THIS WARRANTY SHALL BE REPLACEMENT OR CREDIT TOWARDS REPLACEMENT AS SET FORTH HEREIN. THERE ARE NO EXPRESS OR IMPLIED WARRANTIES, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, OTHER THAN THE WARRANTY DESCRIBED ON THE FACE OF THIS LIMITED WARRANTY. IN ANY CASE, THE EXTENT OF LIABILITY ON THE PART OF RENELLE FURNITURE INC AND MAJESTIC FURNITURE LTD WILL BE LIMITED TO THAT OF THE PURCHASE PRICE OF THE PRODUCT.

ALL PARTS OF THIS LIMITED WARRANTY APPLY TO THE MAXIMUM EXTENT PERMITTED BY LAW OR UNLESS PROHIBITED BY LAW. THIS LIMITED WARRANTY GIVES THE PURCHASER SPECIFIC LEGAL RIGHTS, AND THE PURCHASER MAY ALSO HAVE OTHER RIGHTS, WHICH MAY VARY FROM JURISDICTION TO JURISDICTION. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.

**DO NOT SMOKE IN BED OR PLACE YOUR MATTRESS NEAR AN OPEN FLAME.** ALTHOUGH YOUR NEW MATTRESS IS MANUFACTURED IN ACCORDANCE TO FEDERAL LAW, THE MATTRESS IS NOT FIRE-PROOF.

## Making a Warranty Claim

In the unlikely event that warranty service is required we will require at least one picture and a copy of the original invoice to begin processing the claim. All information should be emailed to [info@sleepmajestic.com](mailto:info@sleepmajestic.com).

Before you take any pictures please remove any top of bed coverings (such as sheets, mattress protectors, overlays, mattress pads etc.) and take a clear picture of the mattress showing the defects in question. We may require several more photos of the Futon Mattress topper to determine the validity of a claim or to determine what actions need to be undertaken.